



Application Serial No.: 09/577,232
Attorney Docket No. 019287-0317258 (previously APB-022)
Amendment and Reply Accompanying RCE

THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| APPLICANTS : | Lundy Lewis | CONFIRMATION NO.: | 3633 |
| SERIAL NUMBER : | 09/577,232 | EXAMINER : | David E England |
| FILING DATE : | May 23, 2000 | ART UNIT : | 2143 |
| FOR : | METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE LEVEL MANAGEMENT (SLM) | | |

Mail Stop RCE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND REPLY ACCOMPANYING
REQUEST FOR CONTINUED EXAMINATION

Dear Sir:

In response to the Office Action mailed June 17, 2005 please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims beginning on page **2** of this paper.

Remarks begin on page **9** of this paper.

It is not believed that extensions of time or fees for net addition of claims are required beyond those that may otherwise be provided for in documents accompanying this paper. However, if additional extensions of time are necessary to prevent abandonment of this application, then such extensions of time are hereby petitioned for under 37 C.F.R. § 1.136(a), and any fees required therefore (including fees for net addition of claims) are hereby authorized to be charged to our Deposit Account No. 033975 (Ref. No. 019287-0317258).